



5Lab™ IMPLEMENTATION SERVICE



IMPLEMENTATION SERVICE

Service Description

Introduction

This Forecast5 implementation service involves a multi-step engagement with key client stakeholders to develop module framework and perform basic knowledge transfer. The quote, Statement of Work, or service contract, will include the Dashboards, Guided Analysis Pages, and general setup included in the 5Lab module setup you purchased. For additional assistance or to request a copy of the service contract, please contact your sales representative.

The Scope of Service

Described in more detail below, this service involves implementation of the 5Lab Module solution in a cloud-based environment, drawing from established datasets the district provides, to create a series of visuals and dashboards through a user-interface. A Forecast5 5Lab advisor will act as the intermediary between you and the Forecast5 data/development team to understand the requirements, advise on common best practices, present data/development team feedback, offer solutions to implementation roadblocks, build initial dashboards and guided analysis pages, work with you to edit or adjust module design, and train your licensed administrators on the software functionality.

Key Service Steps

The implementation service will be provided in phases (listed below) and include the following features:

1. Kickoff Meeting

Forecast5, with the cooperation of the client, will work to finalize the following by the end of the kickoff meeting:

- Walk through the full implementation process
- Establish main points of contact for both parties and exchange contact information
- Review the client implementation form and provide a blank copy to the client
- Answer additional questions the client has about implementation
- Schedule follow-up meeting to review client implementation form

2. Module Buildout, and Data, Discussion

- Review client implementation form and establish phase 1,2,3, etc. dashboards and guided analysis pages
- Talk through specific metrics necessary for dashboard creation, and review calculations
- Establish thresholds and benchmarks
- Set data refresh frequencies
- Review client-specific data definitions

3. Staging File Creation

Forecast5 will use the information gathered during the previous meeting to create and send necessary staging files. These staging files will act as the format for all data acquisition moving forward to build out the 5Lab module. ** Staging files can be altered to meet future needs; however, they can incur additional implementation fees if changes to the module or data cubes is necessary*

4. Data Acquisition

The client will provide the initial data to be loaded per the staging file formats through a UI portal in 5Lab. Any files that do not match specified requirements will be rejected. This will also serve to evaluate whether any staging files need to be adjusted.

5. Data Cube Development

Once all data sets for the initial load have been correctly submitted, Forecast5 will develop the data cubes necessary (shaping the data) to build the client module.

6. Dashboard and Guided Analysis Creation

Once the data cubes have been created, the 5Lab advisor will build out the dashboards and guided analysis pages per the implementation specifications in the Statement of Work.

7. Dashboard and Guided Analysis Client Review

A meeting will be set with the clients to review the dashboards and guided analysis pages to make any adjustments or edits necessary.

8. Final Review and Login Information

A final client meeting will be set (if needed) to review the buildout and provide login information.

9. Administrator Training and Knowledge Transfer

Forecast5 5Lab Advisors will schedule a time, in cooperation with the client, to provide full user training and knowledge transfer of the system functionality. Software support is ongoing for admin users in 5Lab.

Client Responsibilities

The client agrees generally to cooperate with Forecast5 in its delivery of services. The client agrees to the following assigned responsibilities:

- The client is responsible for completing the implementation forms and technical prerequisites prior to Forecast5 performing the service.
- The client will provide reasonable cooperation (including timely access to technical or subject matter experts) as necessary for Forecast5 to perform the service. If the client does not provide reasonable cooperation for services, Forecast5 will not be responsible for any failure to perform said services and the client will not be entitled to a refund.
- The client is responsible for any sql writing and configuration in their SIS (Student Information Systems) or databases to export the necessary files for upload into 5Lab. Forecast5 will provide support insomuch as to develop the staging files, but is not responsible for extraction from the clients SIS and/or databases.
- The client is responsible for providing the initial data loads in the staging file formats provided by Forecast5, and to consistently submit those moving forward.
- The client is responsible for the security of the data in their SIS and database.

Excluded Services

For the avoidance of doubt, the following activities are not included in the scope of this service description:

- Any services, tasks or activities other than those specified in this Service Description
- Data cleansing past what is required to calculate the required and agreed upon metrics
- Loading and shaping data other than what is required for the implementation and specified in the Statement of Work
- Creating and distributing dashboards or guided analysis pages other than what is specified in the Statement of Work
- The terms of this service description do not confer on the client any warranties which are in addition to the warranties provided under the terms of the agreement

Miscellaneous

A. Reasonable Limits to Scope of Service

Forecast5 is not liable for any failure or delay in performance due to any cause beyond its control, including client's failure to comply with its obligations under this service description. Service extends only to uses for which 5Lab was designed.

B. Optional Services

Optional services (including dashboard or guided analysis creation) are available for purchase from Forecast5 and will vary based on the complexity and time required. Optional charges may require a separate agreement with Forecast5. In absence of such agreement, optional services are provided pursuant to this service description.

C. Security

IT Infrastructure Security

Forecast5 Analytics, Inc. runs its application platform on Amazon's AWS cloud infrastructure. The infrastructure is designed and managed in alignment with security best practices and a variety of IT security standards, including: SOC 1/SSAE 16/ISAE 3402 (formerly SAS 70), SOC 2, SOC 3, FISMA, IACAP, and FedRAMP, DOD CSM Levels 1-5, PCI DSS Level 1, ISO 9001 / ISO 27001, ITAR, FIPS 140-2 and MTCS Level 3.

Application Security

Authentications

Forecast5 Analytics platform provides secure authentication according to the best practices. 5Lab uses multi factor authentication (MFA) process to securely allow access to the application functionality and data. Users can authenticate using their credentials specific for 5Lab, or they can authenticate using Google Sign-In if they use Google platform in their district.

Authorizations

Access to guided analyses, dashboards, and other data resources can be constrained using role-based-access-control mechanism. Access to specific subsets of data can be restricted using configurable filters assigned to each user.

Data Security

Data Transfer Security

Data transfer in and out of 5Lab is secured using TLS protocol. Data can be uploaded securely using either user interface form or it can be automated using a script that connects to the data upload API.

All uploaded data is in CSV format and must satisfy predefined templates.

Data at Rest Security

Data is stored securely in a private network. The database that holds the data is encrypted at the disk block level and thus cannot be read outside of designed use.